

HMO MANAGEMENT PLAN
IN SUPPORT OF PLANNING APPLICATION

AT

33 PARKFIELD AVENUE
HILLINGDON
UB10 0DF

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HMO MANAGEMENT PLAN

Proposed Class C4 House in Multiple Occupation (5 Persons)

1.0 INTRODUCTION

This HMO Management Plan has been prepared in support of the planning application for the change of use of **33 Parkfield Avenue, Uxbridge** from a single dwellinghouse (Use Class C3) to a small House in Multiple Occupation (Use Class C4) accommodating a maximum of **five residents**.

The purpose of this document is to demonstrate how the property will be professionally managed to ensure the continued protection of neighbouring residential amenity whilst providing safe, secure and well-maintained accommodation for future occupiers.

This Management Plan has been substantially revised following the Council's comments on the previous planning application and provides detailed site-specific operational procedures relating to:

- day-to-day property management;
- tenant selection;
- noise management;
- refuse management;
- use of external amenity areas;
- complaint handling;
- anti-social behaviour;
- maintenance and inspections.

The procedures contained within this document will be implemented throughout the lifetime of the HMO.

2.0 PROPERTY DETAILS

Property Address

33 Parkfield Avenue
Uxbridge, UB10 9DF

Proposed Use

Class C4 House in Multiple Occupation

Maximum Occupancy

Five persons

Accommodation

Ground Floor

- Bedroom 1
- Shared Kitchen
- Shared Living/Dining Room
- Shower Room
- Separate WC

First Floor

- Bedroom 2
- Bedroom 3
- Bedroom 4
- Bedroom 5
- Shared Shower Room

External

- Rear Garden
- Covered Cycle Store
- Covered Refuse Storage
- Two Off-Street Parking Spaces

3.0 MANAGEMENT OBJECTIVES

The objectives of this Management Plan are to ensure that:

- the property remains well maintained at all times;
- residents enjoy a safe and comfortable living environment;
- neighbouring occupiers are not adversely affected by the operation of the HMO;
- refuse is appropriately managed;
- communal areas remain clean and safe;
- external amenity areas are used responsibly;
- complaints are investigated promptly;
- any anti-social behaviour is dealt with quickly and effectively.

The management of the property will seek to maintain positive relationships with neighbouring residents and ensure that the HMO operates in a manner compatible with the surrounding residential area.

4.0 PROPERTY MANAGEMENT ARRANGEMENTS

The property will be managed by the owner or a professional managing agent appointed by the owner.

The Property Manager will be responsible for:

- day-to-day management of the property;
- tenant liaison;
- arranging maintenance and repairs;
- managing complaints;
- ensuring compliance with this Management Plan;
- maintaining statutory safety certificates;

- arranging routine inspections;
- ensuring compliance with HMO licence conditions (where applicable).

A telephone number and email address for the Property Manager will be provided to all tenants at the commencement of their tenancy.

Neighbouring residents will also be able to contact the Property Manager should any genuine management issues arise.

The Property Manager will respond to reported management issues promptly and maintain written records of inspections, complaints and actions taken.

5.0 TENANT SELECTION AND OCCUPATION

The property is intended to provide accommodation for responsible adults seeking professionally managed shared accommodation.

Before occupation, prospective tenants will normally be subject to:

- identity verification;
- Right to Rent checks;
- employment or income verification;
- previous landlord reference (where available);
- tenancy referencing.

Each bedroom will be occupied by **one person only**.

Sub-letting will not be permitted.

Tenants will receive an induction at the commencement of their tenancy explaining:

- house rules;
- refuse arrangements;
- use of communal facilities;
- fire safety procedures;
- neighbour consideration;
- complaint procedures.

Each tenant will sign a tenancy agreement confirming that they have read and understood the management requirements applying to the property.

6.0 HOUSE RULES

To ensure that the property is occupied responsibly and to minimise any impact upon neighbouring residents, all occupiers will be required to comply with the following House Rules. These rules will form part of each tenancy agreement and will be explained during the tenant induction process.

General Behaviour

Residents shall:

- respect neighbouring occupiers at all times;
- keep noise to a reasonable level both inside and outside the property;
- maintain communal areas in a clean and tidy condition;
- respect the privacy and enjoyment of other residents;
- promptly report maintenance issues to the Property Manager.

The property is intended to provide quiet residential accommodation and not short-term or serviced accommodation.

Visitors

Visitors are permitted provided they do not cause disturbance to neighbouring residents or other occupiers.

Residents remain fully responsible for the behaviour of their visitors.

Large gatherings or parties are not permitted.

Visitors will not be permitted to stay overnight on a regular basis without the written approval of the Property Manager.

Smoking

Smoking and vaping are prohibited within all internal areas of the property.

Smoking will only be permitted within designated external areas where it does not cause nuisance to neighbouring occupiers.

Residents will be responsible for the safe disposal of cigarette ends.

Alcohol and Illegal Activities

The responsible consumption of alcohol within the property is expected.

Illegal drugs, criminal activity or behaviour likely to cause nuisance to neighbouring residents will not be tolerated.

Any serious breach may result in immediate action by the Property Manager and, where appropriate, notification of the Police or relevant authorities.

7.0 NOISE MANAGEMENT

Protecting the amenities of neighbouring occupiers is a key objective of this Management Plan.

Residents will therefore be required to conduct themselves in a manner that does not cause unreasonable noise or disturbance.

The following measures will apply throughout the property.

Quiet Hours

Residents will observe quiet hours between:

10:00 pm and 7:00 am

During these hours residents shall:

- avoid loud conversations;
- avoid slamming doors;
- avoid excessive television or music volume;
- avoid telephone conversations within the rear garden;
- avoid activities likely to disturb neighbouring occupiers.

Music and Television

Music, televisions and other electronic devices shall be used at reasonable volume levels at all times.

Amplified music will not be permitted within the rear garden.

External speakers will not be permitted.

Internal Noise

Residents will be encouraged to respect other occupiers by:

- avoiding unnecessary noise within communal areas;
- closing doors quietly;
- keeping televisions and audio equipment at appropriate levels;
- avoiding unnecessary noise on staircases and landings.

Deliveries

Residents will be encouraged to arrange deliveries during normal daytime hours wherever reasonably practicable.

Repeated late evening deliveries should be avoided.

8.0 MANAGEMENT OF EXTERNAL AMENITY AREAS

The rear garden provides valuable external amenity space for residents.

Its use will be carefully managed to ensure that neighbouring residential amenity is protected.

Rear Garden

The rear garden is intended for:

- quiet sitting;
- reading;
- relaxation;
- occasional social use by residents.

The garden shall not be used for:

- parties;
- organised gatherings;
- amplified music;
- commercial activities;
- excessive evening entertainment.

Residents will be expected to maintain reasonable consideration for adjoining occupiers at all times.

Evening Use

To minimise disturbance to neighbouring properties:

- residents should avoid congregating within the rear garden after **9:00 pm**;
- conversations should be kept at a low level;
- no amplified music shall be permitted;
- external lighting shall be kept to the minimum necessary.

Barbecues

Occasional domestic barbecues may be permitted provided they are undertaken responsibly and do not cause unreasonable smoke or nuisance to neighbouring occupiers.

Large organised events will not be permitted.

Garden Maintenance

The Property Manager will ensure that:

- grass is regularly cut;
- planting is maintained;
- refuse is removed;
- fences remain in good repair;
- external areas remain clean and tidy.

Routine inspections will ensure that the rear garden remains an attractive and well-maintained amenity space.

9.0 REFUSE AND RECYCLING MANAGEMENT

The property has been designed to accommodate Hillingdon Council's bag-only refuse collection system.

A dedicated covered refuse storage area is provided within the rear garden for the temporary storage of refuse bags between collection days.

Residents will be provided with information explaining:

- refuse collection days;
- recycling arrangements;
- storage requirements;
- presentation procedures.

The Property Manager will monitor compliance during routine inspections.

Collection Procedure

Residents shall:

- securely bag all refuse;
- store refuse within the covered refuse storage area;
- present refuse at the front boundary on the evening before, or morning of, the scheduled collection day;
- return any reusable storage containers to the rear storage area following collection.

Refuse shall not be left permanently at the front of the property.

Fly-Tipping

The Property Manager will investigate any incidents of fly-tipping immediately.

Residents responsible for improper disposal of waste may be subject to tenancy enforcement procedures.

Cleaning

The refuse storage area will be inspected during routine property inspections.

Any accumulated litter or waste will be removed promptly.

The refuse storage enclosure will be maintained in a clean and hygienic condition.

10.0 PARKING AND CYCLE STORAGE

The property benefits from **two off-street parking spaces**.

Residents will be encouraged to make use of sustainable transport wherever possible.

Secure covered cycle parking is provided within the rear garden.

Residents will be expected to:

- store bicycles only within the designated cycle store;
- avoid obstructing pedestrian access;
- keep access routes clear at all times.

Motorcycles, scooters or other vehicles shall not be stored within communal areas or the rear garden.

11.0 PROPERTY MAINTENANCE

The Property Manager will ensure that the property is maintained to a high standard throughout its operation.

Routine maintenance will help provide a safe and comfortable living environment for residents whilst ensuring that the appearance of the property remains appropriate within the surrounding residential area.

Routine Inspections

The Property Manager will undertake formal inspections at least **every three months**.

The inspections will include:

- internal communal areas;
- bedrooms (subject to appropriate notice being given to tenants);
- kitchen facilities;
- bathrooms and WCs;
- refuse storage area;
- cycle storage;
- rear garden;
- boundary fences and gates;
- external lighting;
- fire safety equipment.

Written records of inspections will be retained.

Where maintenance issues are identified, appropriate remedial works will be arranged as soon as reasonably practicable.

Repairs

Residents will be encouraged to report maintenance issues promptly.

The Property Manager will categorise repairs as follows:

Priority	Response Time
Emergency (e.g. water leak, electrical fault, heating failure in winter)	Within 24 hours
Urgent repairs	Within 3 working days
Routine repairs	Within 14 working days

Where specialist contractors are required, appointments will be arranged at the earliest reasonable opportunity.

Cleaning of Communal Areas

Communal areas shall be kept clean and well maintained.

Residents will be expected to keep communal areas tidy after use.

The Property Manager will monitor standards during routine inspections and arrange additional cleaning where necessary.

Particular attention will be given to:

- kitchen cleanliness;
- shared bathrooms;
- entrance hallway;
- staircase;
- refuse storage area.

12.0 FIRE SAFETY

The safety of residents is of paramount importance.

The property will be operated in accordance with the relevant fire safety legislation and HMO licensing requirements (where applicable).

The following fire safety measures will be maintained:

- mains-powered interconnected smoke detection system;
- heat detector within the kitchen;
- fire doors where required;
- emergency escape routes maintained free from obstruction;
- fire safety signage where appropriate;
- emergency lighting (if required by the Licensing Authority).

Residents will receive information regarding emergency evacuation procedures at the commencement of their tenancy.

Escape routes must remain unobstructed at all times.

Residents shall not store bicycles, furniture or personal belongings within hallways or circulation routes.

Regular testing and servicing of fire safety systems will be undertaken in accordance with current statutory requirements.

Safety Certification

The Property Manager will ensure that all statutory certification remains current, including:

- Gas Safety Certificate;
- Electrical Installation Condition Report (EICR);
- Portable Appliance Testing (where applicable);
- Smoke alarm testing;
- Carbon monoxide alarm testing.

Copies of relevant certificates will be retained and made available to the Local Authority upon request.

13.0 COMPLAINTS PROCEDURE

The Property Manager is committed to maintaining positive relationships with neighbouring residents and responding promptly to any legitimate concerns.

Complaints may be submitted by:

- neighbouring residents;
- tenants;
- the Local Authority;
- other statutory agencies.

Complaints may be made by telephone, email or in writing.

Complaint Handling Procedure

Upon receipt of a complaint:

Stage 1 – Acknowledgement

The complaint will normally be acknowledged within **two working days**.

Stage 2 – Investigation

The Property Manager will investigate the matter by:

- speaking with the complainant where appropriate;
- discussing the issue with the relevant tenant(s);
- inspecting the property if necessary.

Stage 3 – Action

Where a complaint is substantiated, appropriate action will be taken.

This may include:

- verbal warning;
- written warning;
- additional inspection;
- maintenance works;
- tenancy enforcement.

Stage 4 – Follow-Up

The complainant will normally be informed that the matter has been investigated and appropriate action taken, subject to data protection requirements.

All complaints will be recorded within the Property Management File.

14.0 ANTI-SOCIAL BEHAVIOUR

The operation of the property will be based upon a **zero-tolerance approach** towards anti-social behaviour.

Residents will be expected to behave responsibly at all times.

Examples of unacceptable behaviour include:

- excessive noise;
- harassment;
- intimidation;
- vandalism;
- criminal activity;
- repeated nuisance to neighbouring residents;
- persistent breach of House Rules.

Enforcement Procedure

Where anti-social behaviour is identified, the following graduated approach will normally be adopted:

First Incident

Verbal discussion with tenant.

Second Incident

Written warning.

Persistent Breach

Formal tenancy enforcement action.

Serious Incident

Immediate referral to the landlord and, where appropriate, the Police or Local Authority.

The Property Manager will maintain written records of all enforcement action.

15.0 MONITORING AND REVIEW

This Management Plan is intended to be a live management document.

Its effectiveness will be monitored throughout the operation of the HMO.

The Property Manager will undertake periodic reviews to ensure that:

- the property continues to operate satisfactorily;
- neighbour amenity is protected;
- complaints are appropriately addressed;
- maintenance standards remain high;
- refuse arrangements continue to operate effectively;
- the property remains compliant with current legislation and any planning or licensing requirements.

Where operational improvements are identified, management procedures will be updated accordingly.

16.0 CONCLUSION

This HMO Management Plan demonstrates the commitment of the owner to ensuring that 33 Parkfield Avenue is professionally managed and operated in a manner that safeguards the amenities of neighbouring occupiers whilst providing high-quality accommodation for future residents.

The revised Management Plan has been substantially enhanced following the Council's comments on the previous planning application and now provides comprehensive site-specific management procedures covering:

- day-to-day property management;
- tenant selection and induction;
- property inspections;
- maintenance procedures;
- refuse and recycling management;
- cycle storage management;
- noise control;
- use of the rear garden;
- complaints handling;
- anti-social behaviour;
- fire safety;
- ongoing monitoring and review.

The combination of reduced occupancy, improved internal accommodation and a robust management regime will ensure that the property operates responsibly and harmoniously within the surrounding residential area.

Accordingly, it is considered that the proposed management arrangements satisfactorily address the operational matters associated with the proposed five-person House in Multiple

Occupation and provide appropriate safeguards for both future occupiers and neighbouring residents.

KKR Planning & Design Ltd
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